



## Position Description – Senior Manager, Timetable Services

### Position Details

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| <b>Position Title:</b>        | Senior Manager, Timetable Services  |                       |                               |
| <b>College/Portfolio:</b>     | Operations  | <b>School/Group:</b>  | Enabling Service Reform (ESR) |
| <b>Campus Location:</b>       | Primarily based at City campus, and the potential to work across other RMIT campuses as required. |                       |                               |
| <b>Classification:</b>        | HEW10A  | <b>Time Fraction:</b> | 1.0                           |
| <b>Employment Type:</b>       | Fixed Term  |                       |                               |
| <b>Fixed Term Reason:</b>     | Replacement Employee  |                       |                               |
| <b>Reporting Line:</b>        | Director, Timetabling Transformation  |                       |                               |
| <b>No. of Direct reports:</b> | 4   |                       |                               |

### RMIT University

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RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

### Why Join RMIT?

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Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



**Inclusion Imagination Integrity Courage Passion Impact**

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

## Organisational Accountabilities

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RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

## Leadership at RMIT

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At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

**Be** – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

**Know** – We are self-aware, and understand our stakeholders, our sector and priorities.

**Do** – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

## College/Portfolio/Group

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The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences. The portfolio incorporates the following business units; Data & Analytics, Finance & Governance, Information and Technology Services (ITS), Legal, Office of the Chief Operating Officer, Property Services and Enabling Services Reform which is where this role resides. The portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

## Position Summary

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The position leads the University's timetabling and class registration function, delivering student-focused timetables, class allocations, and the coordinated scheduling of staff and physical teaching spaces, underpinned by clear, timely and effective communication with academic and professional staff.

The role is central to whole-of-lifecycle university planning and requires an integrated view across forecasting, student demand and recruitment, program and course design, academic workload management, policy development, spatial planning, and facilities maintenance.

The position drives continuous, incremental improvement of timetabling and class registration services through process optimisation, and the adoption of best practice. It represents RMIT in national timetabling forums, and actively applies sector insights to improve service quality, consistency, and outcomes.

## Key Accountabilities

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- Leads a committed and motivated team in the development of a functional timetable providing an effective end-user experience, ensuring scheduling functions are carried out effectively and efficiently, within specified timeframes meeting policy and constraints relating to students and staff.
- Leads the University's Timetable Development and student allocation function whilst managing all other administrative and academic functions required to meet targeted publication, setting deadlines and timelines for whole of university lifecycle activities, that includes regular reporting to University Executive.
- Lead the management of the student class allocation system for successful allocation of over 88,000 students into in excess of 500,000 seat allocations, delivering a fair and balanced approach that supports student preferences and maintains university viability through allocation efficiencies.
- Responsible for delivering upon teaching aspirations and course structure and planning, and how it relates to the built environment and optimal outcomes for RMIT University students with a clear focus on delivering on the University's strategic direction.
- Develop, review and direct the creation of University processes and systems, including but not limited to process changes, enterprise bargaining, policy amendments and the university's strategic direction are implemented supporting timetable outcomes and adjust where necessary.
- Lead modelling of university future strategy into our physical teaching assets, undertaking strategic timetable modelling to drive and govern potential change in the university campuses to support RMIT vision and objectives in learning and teaching with consideration of budget and time constraints to guide the potential need for new building developments/refurbishments.
- Support and advise upon the university's growth through college and DVC(E) partnerships in including new academic programs, course delivery required to meet a changing educational environment and other initiatives as required to support the university excellence and administrative simplification.
- Provide coaching and expertise to support team leaders in issue resolution and decision making where timetable issues have been escalated.
- Develop and implement clear internal and external communication strategy that aligned all aspects of the business requirements to deliver upon a full year timetable publication as well as a public student facing communication strategy that ensures the dissemination of relevant information to ensure optimal student experience outcomes.
- Lead a support team for student enquiries bi-annually, through the recruitment, training and monitoring of a suite of casual appointments to work in line with RMIT Connect as a Tier 3 point of escalation during critical period of the year.
- As the university designated business owner of the timetable systems (scheduling and registration) maintain links with the Asia-Pacific Syllabus Plus Reference Group (ASPRG), Allocate Plus User Group (APUG) and vendor companies to remain current on product releases, timetable issues and emerging technologies. Represent RMIT across the national platform to ensure RMIT is maintaining a high standard in the field and continues to be both a leader and driver of industry change.
- Designated subject matter expert for Critical Incident Management Team (CIMT) events in regard to student location and scheduled L&T activities when required.

### **Key Selection Criteria**

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1. Demonstrated high level ability in leading and managing a team in an area of high volume and high intensity workload.
2. Demonstrated skills in developing and managing relationships with a diverse range of stakeholders at a senior level within a university structure.
3. Demonstrated skills in working and coordinating cross-functional teams in the development and implementation of new systems and processes.
4. Commitment to excellence in client service provision and to promoting, supporting and developing a culture of and processes for continuous improvement.
5. Technical expertise in timetable scheduling and registration systems and significant experience in the use of both systems in the tertiary environment.
6. A proven capacity to undertake planning involving resources use and to develop scenarios and recommendations for resource allocation.
7. Experience/Understanding of student administration operations and procedures particularly pertaining to program structures and class scheduling.
8. High level analytical, conceptual, negotiation and problem resolution skills.
9. Excellent planning, organising and time management skills, with the ability to balance competing work priorities.
10. Excellent written and oral communications and interpersonal skills, with the ability to prepare submissions, reports and briefing papers.

### **Working with Children Check**

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Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.